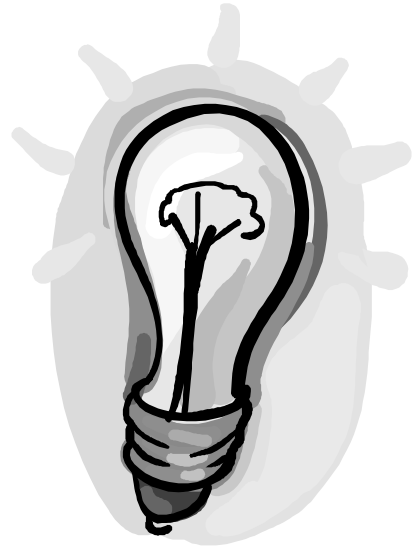
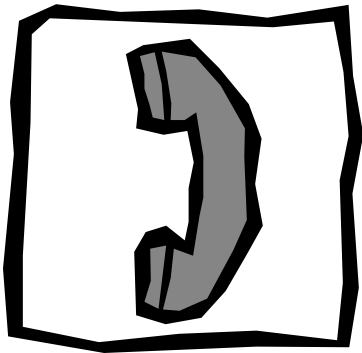


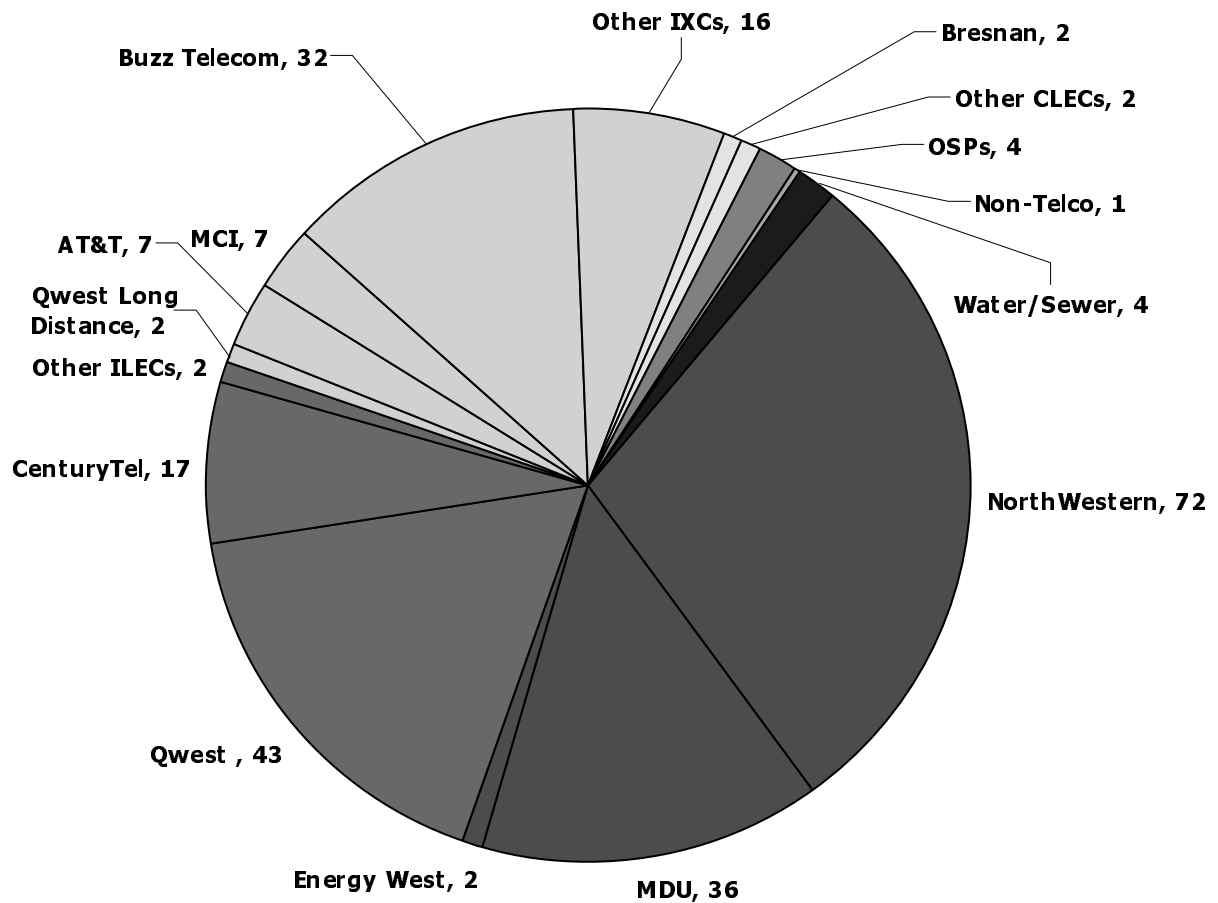
*Utility Consumer Complaints
Report, 3rd Quarter, 2006*



**Montana
Public Service
Commission**



3rd Quarter
2006 Complaints
By Utility
Total—249



OSP—Operator Service Providers

Complaint Percentages By Utility

Weighted Average
(Based on '05 Customer Base)

NorthWestern Energy	28.90%	.020%
MDU	14.50%	.043%
Energy West	.80%	.007%
Qwest	17.30%	.013% (based on # of
CenturyTel	6.80%	access lines)
Other ILECs	.80%	
Qwest LD	.80%	
AT&T	2.80%	
MCI	2.80%	
Buzz Telecom	12.90%	
Other IXC's	6.40%	
Bresnan	.80%	
Other CLECs	.80%	
OSPs	1.60%	
Non-Telco	.40%	
Water/Sewer	1.60%	
	<hr/>	
	100.00%	

Complaints by Service Type

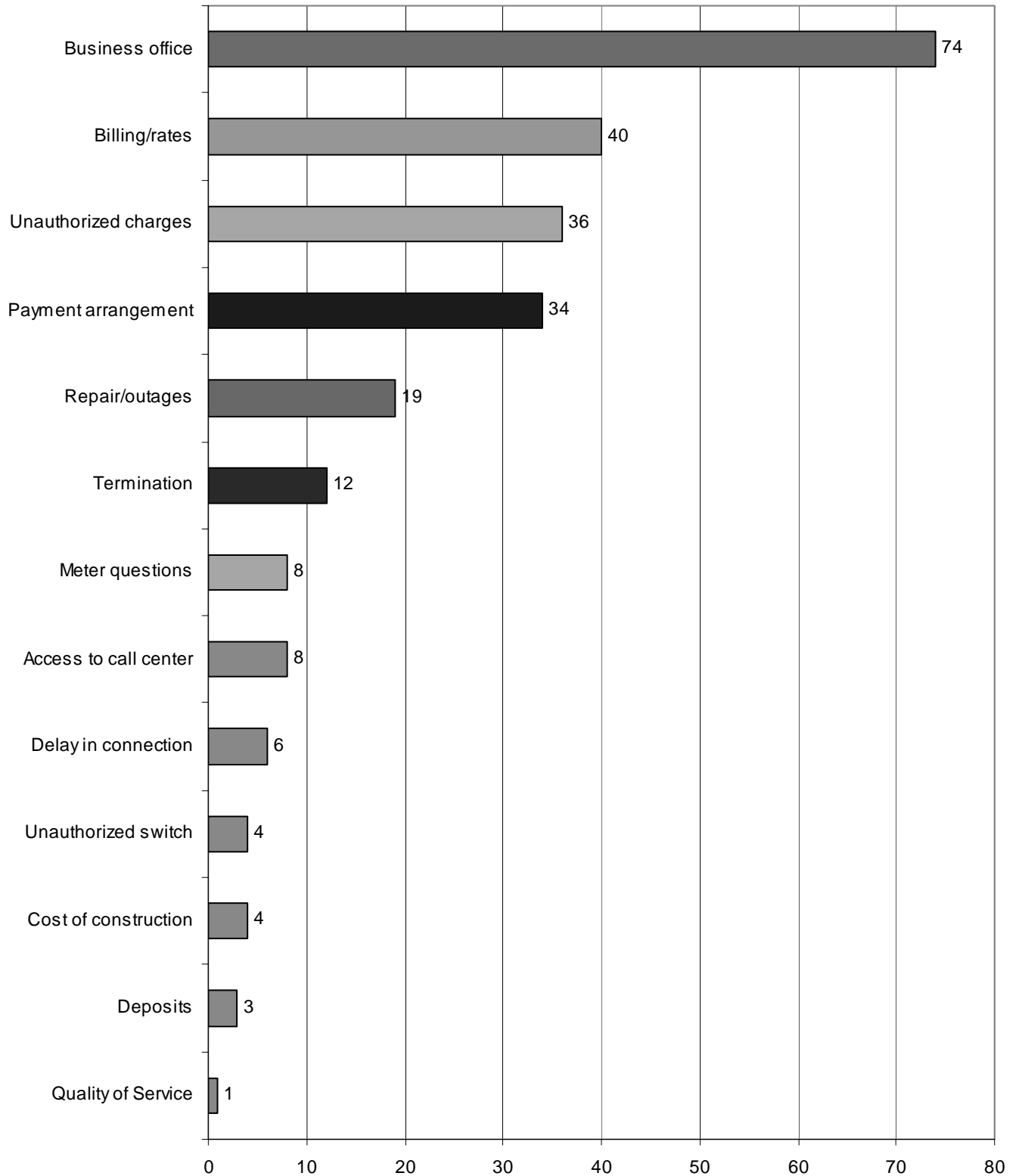
Percentage of Total

Energy—110	44.18%
Telecommunications—135	54.22%
Water/Sewer—4	1.60%
	<hr/>
Total 249	100.00%

Type and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	5	10	7	9	9	40
2. Business Office	12	19	17	7	19	74
3. Cram	22	7	1	3	3	36
4. Payment Arrangements	8	9	9	6	2	34
5. Access to Business Office	1	1	1	3	2	8
6. Repair	7	5	3	1	3	19
7. Slam	1	2	1	0	0	4
8. Delay in Connection	0	1	4	0	1	6
9. Termination	1	6	4	1	0	12
10. Meter Questions	3	2	3	0	0	8
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	2	0	1	0	3
13. Cost of Construction	0	0	2	2	0	4
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	0	1	0	1
<hr/>						
<u>Total</u>	60	64	52	34	39	249

3rd Quarter 2006 Consumer Complaints By Category



Number of Complaints

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
July	86	65	(24.42%)
August	93	91	(2.15%)
September	90	93	3.33%
	—	—	—
Total	269	249	(7.43%)

	<u>2006</u>	<u>2006</u>	
		<u>July</u>	
April	103	65	(36.89%)
		<u>August</u>	(5.21%)
May	96	91	
		<u>September</u>	2.20%

Number of Calls

	<u>2005</u>	<u>2006</u>	<u>Percent of Change</u>
July	925	714	(22.81%)
August	866	716	(17.32%)
September	757	638	(15.72%)
	—	—	—
Total	2,548	2,068	(18.84%)
		<u>2006</u>	
	<u>2006</u>	<u>July</u>	
April	911	714	(21.62%)
		<u>August</u>	
May	847	716	(15.47%)
		<u>September</u>	
June	851	638	(25.03%)

Summary of Notable Changes

1. Complaint totals have been dropping over time but comparing quarters in 2006 with 2005 shows some stabilization.

1st Quarter 2004 – 515

1st Quarter 2005 – 359

1st Quarter 2006 – 303

2nd Quarter 2004 – 483

2nd Quarter 2005 – 347

2nd Quarter 2006 – 290

3rd Quarter 2004 – 398

3rd Quarter 2005 – 269

3rd Quarter 2006 – 249

2. Complaint calls on our 800 complaint line have been decreasing over time as well. There is less of a drop in complaint calls comparing quarters in 2006 to 2005 than to previous year. As you can see, staff receives many more calls, than complaint calls, on a daily basis for general information, inquiries about utilities and the PSC, and rule application and its effect on the general public.

1st Quarter 2004 – 4,364

1st Quarter 2005 – 3,182

1st Quarter 2006 – 3,020

2nd Quarter 2004 – 3,500

2nd Quarter 2005 – 2,979

2nd Quarter 2006 – 2,609

3rd Quarter 2004 – 3,091

3rd Quarter 2005 – 2,548

3rd Quarter 2006 – 2,068

3. Buzz Telecom, Inc. in this quarter had 32 of the reported 36 crams. This is a significant increase in the reported crams, as I've indicated below. The Commission filed two complaints against this company and is in the process of negotiations at this time (Dec. 2006).

1st Quarter 2006 – 6

2nd Quarter 2006 – 14

3rd Quarter 2006 - 36